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Services

**512TH AIRLIFT WING LODGING
PROCEDURES**

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This instruction implements Air Force Policy Directive (AFPD 34-6), *Air Force Lodging*. It establishes 512th Airlift Wing (AW) procedures for lodging use during all tours of duty involving 512 AW members. It establishes revised lodging reservation procedures and also provides guidance for handling routine situations in the lodging process.

SUMMARY OF REVISIONS

This revision changes the reservation process and abuse policies for lodging using the automated system. A bar (|) indicates a revision from the previous edition.

1. RESPONSIBILITIES.

1.1. The 512 AW Commander oversees the Wing Lodging Program, conducts lodging newcomer briefings and delegates program responsibilities to the 512th Mission Support Group (MSG) Commander.

1.2. The 512 MSG Commander administers this instruction and coordinates this program between 512 AW units and the 436th Services Squadron (SVS), designating the 512th Memorial Affairs Squadron (MAS) Air Reserve Technician (ART) as 512 AW Lodging Representative. The 512 MSG Commander authorizes and mandates the use of the Automated Lodging Reservation System (ALRS) for all 512th members who require and are authorized lodging on designated Unit Training Assembly (UTA) periods. Also directs the Non-Commissioned Officer on Duty (NCOD) program.

1.3. 512th Group Commanders consider up-channeled members' requests for 50-mile commuting area waivers.

1.4. 512th Squadron/Flight Commanders appoint Unit Lodging Monitors (ULMs), ensure new members receive the Wing in-briefing on Lodging Policy and ALRS Program and notify the 512th Wing Lodging Representative of annual tour schedules or UTA changes. Commanders also approve or dis-

approve commuting area waivers and can take disciplinary action against unit members who abuse Lodging privileges. In addition, commanders will verify the reason or cause for a “no-show” (a unit member who did not check into Lodging after making a confirmed reservation), or “walk-in” (a unit member who did not make a reservation using the ALRS in a timely manner).

1.4.1. Squadron ULMs notify the 512th Wing Lodging Representative of any squadron level lodging requirement issues/concerns for their members and serves as unit POC on all lodging reservation issues. The ULM should be a full-time member of that unit and must report lodging problems to the 512th Wing Lodging Representatives. The ULM ensures members are fully briefed on the ALRS process and issues them their initial PIN number. ULM's are also required to provide the 512th Wing Lodging Representative the names of all new members so they can be entered into the ALRS.

1.5. The 512 MAS Commander provides trained Services section members to the Lodging Office on UTA weekends and on an as-needed basis.

1.6. NCODs resolve lodging problems at the Lodging Office on UTA weekends on behalf of the 512 AW/CC.

1.7. The 512th Wing Lodging Representative coordinates annual UTA lodging requirements with the 436 SVS Lodging Office and enters required inventory into the ALRS. Wing Lodging Representative forwards reservation reports from the ALRS to the 436th Lodging Office and to the Contract Quarters reservations office in accordance with AFI 34-246 (more often if requested). The final changes will be presented to the Lodging Office prior to 1600 hours on the Friday before the UTA weekend.

1.8. The 512th Wing Lodging Representative validates the no-show/no reservation list provided by the NCOD and Contract Hotel management and will provide a report to the 512 AW/CC prior to the following UTA.

1.9. All Unit Members coordinate changes in their lodging requirements through the ALRS and/or their ULMs. In addition, unit members must follow lodging procedures as directed. If unit members do not follow established guidelines, they will be listed as non-compliant and may lose their lodging privileges.

2. RESERVATIONS PROCESS

2.1. All unit members make lodging reservations for upcoming UTA duty periods by calling into the ALRS. Reservations may be made up to 6 months in advance, but must be made NLT the week prior to the next UTA. Unit members requesting lodging for days other than established UTA weekends must arrange their lodging needs directly with the 436th Lodging Office, giving as much advance notice as possible. It is their responsibility to inform the Lodging Office if they are performing a UTA in concurrence with other dates. This will prevent the member from having to relocate to another room when their duty status changes.

2.2. The ULMs will act as the focal point between the member and the 512th Wing Lodging Representative with regard to lodging issues and/or concerns.

2.3. Unit members who need to change or make lodging reservations can do so via the ALRS at any time. Reservations and/or cancellations should be made as far in advance as possible. In the event the member forgets where they will be staying, they can contact their respective ULM who can obtain the

info from the Wing Lodging Rep. Any other lodging changes or requests involving non-UTA duty must be done through the 436th Lodging Office as far in advance as possible.

2.4. The 512th Wing Lodging Representative will provide 436 SVS Lodging Office/Reservations with the changes in 2.3. (above) as they occur, up to 1600 hours on the Friday before the UTA.

2.5. Unit members can make reservations up until 1600 hours on the Friday before the UTA by calling the ALRS; inventory permitting. (However, if the member waits until the week of the UTA to make their reservation, they assume the risk of having all local accommodations being full, and they may be sent to hotels of lower desirability or location). The ALRS system is designed to make reservations in advance through the entire Fiscal Year (FY). The 512 AW members have been briefed to make them in advance or they are non-compliant. If the member waits until Wednesday of the UTA Week to make the reservation, they will be listed as non-compliant with the Wing policy and their name will be provided to the Group/Squadron Commanders. They may make changes or cancellations (deletions) up to 1600 hours of the day they're scheduled to check in. After 1600 hours on the Friday of the UTA the member must contact the NCOD at the 436th Lodging Office to cancel/change existing reservations.

2.5.1. The 512th Wing Lodging Representative will monitor all lodging inventory to ensure that unused rooms are released back to the 436th Lodging and Contracted Hotels in a timely manner. Most un-obligated inventory will be released on Tuesday of the UTA week. If a member calls into the ALRS after Wednesday prior to a UTA and the room inventory is full in the ALRS, the member will be listed as a walk-in and will take what ever is available upon check in. The member will not contact 436th Lodging directly to attempt to procure accommodations prior to check-in. The ALRS is the only source utilized to make UTA lodging reservations. Any deviation to that requirement, (i.e. contacting the 436th lodging office to circumvent the system) could result in the member being required to pay for their own lodging accommodations.

2.5.2. To change or cancel a reservation after 1630 hours Friday before a UTA, unit members must call the 436th Lodging Office.

2.5.3. Unit members should, when speaking to a Lodging Office employee, record the name, rank, and duty title of that employee, as well as the date and time the contact was made.

2.6. Unit members should check in after 1630 hours the Friday before a UTA weekend. Supervisors won't release members from duty to check in; members must be in an off-duty status when checking in. If not on UTA status, members must provide the Lodging Office with copies of applicable orders or an AF Form 40A (Record of Inactive Duty Training).

2.7. It's the member's responsibility to contact the Lodging Office if he or she will be arriving after midnight the day of scheduled check-in; otherwise, the reservation is no longer valid. When a member has a reservation for both nights (Friday and Saturday) and does not check in or contact the lodging office before 0800 hours on Saturday morning, the remainder of the reservation will be cancelled and the member will be treated as a walk in when/if they check in later that day (Saturday). If a member loses his Saturday reservation due to a Friday no-show, he will be listed as non-compliant on the Commander's report.

2.8. Unit members in UTA status who check in without a reservation will receive a room on a "space-available basis" and will be listed as non-compliant on the Commander's report. All non-compliant issues will be validated by the individual unit before being submitted. This allows for "mission driven or unavoidable scheduling concerns".

2.9. All lodging guests must physically check out at the Lodging Desk before 1100 hours on the morning after the last night of their stay. At check-out time, unit members will turn in their building/room keys, pay all applicable charges (including in-room snack, beverage, telephone and other charges), and vacate the room. (Unit members can, through the unit's first sergeant, request a later checkout time.) An extra day's lodging fee will be charged for failure to vacate and check-out of a room by the required check-out time.

2.9.1. Unit members staying off-base in contract quarters are required to check-out only at their hotel before the stated check-out time and pay all applicable room charges.

2.10. Unit members changing duty status while still lodging guests must notify the Lodging Desk before 1100 hours on the last day of that duty status. This includes paying all applicable charges and, if necessary, turning in room keys and vacating the room. To avoid this, members should verify length of stay, notify clerk of dual status and pay applicable charges at check-in. The most common duty status changes are those from UTA to active duty status, or vice-versa.

3. NONCOMMISSIONED OFFICER ON DUTY PROGRAM (NCOD).

3.1. Purpose. To assign a 512 AW Senior NCO to serve as a liaison between the 436 AW Lodging Office and 512 AW Lodging customers during UTAs. The NCOD resolves lodging problems and provides feedback on these problems to responsible people named in paragraph 1. of this instruction.

3.2. Selection criteria. The NCOD should be a volunteer, with minimum rank of E-7. The NCOD should be approved by his or her unit commander or first sergeant. It is strongly encouraged that the NCOD also utilize lodging and be familiar with non-commute issues.

3.3. Equipment and materials. The NCOD will receive an NCOD Continuity Book, which is made up of the NCOD appointment letter, a listing of 512 AW key personnel telephone numbers, an events log and a copy of this instruction. In addition, the NCOD will have a cellular telephone at his/her disposal during the duty period.

3.4. Duty hours. The NCOD will be stationed at the Lodging Office check-in counter Friday from 1600-2400; Saturday from 0600-0800 and 1500-2300; and Sunday from 0600-1300. The NCOD must maintain phone contact with the check-in counter at all times, and will be available during the entire UTA. During the assigned UTA, the NCOD will not be tasked with any additional duties.

3.5. Duties. The NCOD will post NCOD signs on the wall behind the NCOD desk and on his/her room. The NCOD will respond to customer complaints or difficulties as they pertain to on or off base lodging problems. The NCOD will use the events log to note any problems encountered and actions taken during the assigned duty time. In addition, the NCOD will brief the Lodging Office Staff as to his/her whereabouts, and will debrief the 512th Wing Lodging Representative or designated representative after completing duty on Sunday.

3.6. Training. The 512 MSG will conduct at least one training session annually for NCODs. Attendance at these annual training sessions is required for all those scheduled to perform NCOD duties.

4. LODGING PRIVILEGES ABUSE.

4.1. The 512 AW will not tolerate improper lodging use or abuse. Violations could result in disciplinary action and/or loss of lodging privileges.

4.2. Types of violations.

- 4.2.1. Member refuses an assigned room without just cause.
 - 4.2.2. Member fails to change or cancel a reservation by not checking in as scheduled, or informing Lodging of late arrival.
 - 4.2.3. Member fails to make a reservation as required IAW this instruction.
 - 4.2.4. Member fails to move from one room to another in conjunction with a “change in status” (see paragraph 2.10. above).
 - 4.2.5. Member violates Lodging Office rules and regulations, or damages Lodging Office property.
 - 4.2.6. Member fails to check out by a specific checkout time (1100 unless by exception). An incomplete check-out can include the member failing to return the room/building key, failing to pay all applicable room charges in full and failing to clear personal possessions out of the room.
 - 4.2.7. Member displays inappropriate conduct or violates other applicable military rules and regulations not specified above.
 - 4.2.8. Member allows unauthorized guests to use lodging facilities.
- 4.3. Penalties for Violations for validated no-shows:
- 4.3.1. First no-show: verbal counseling.
 - 4.3.2. Second no-show within a 6-month period: letter of counseling.
 - 4.3.3. Third no-show within a 12-month period: loss of UTA lodging privileges for the next six months.
 - 4.3.4. Fourth no-show within a 2-year period: loss of UTA lodging privileges for two years.

5. COMPLAINT PROCEDURES.

- 5.1. Purpose. To address lodging complaints from 512 AW members.
- 5.2. Procedures for Resolving Complaints:
 - 5.2.1. When problems occur that pertain to situations unique to duty status, members must try to resolve problems at the lowest possible level by using the chain-of-command below:
 - 5.2.1.1. Contact the 512 AW NCOD at the Lodging Office or in his/her room.
 - 5.2.1.2. Contact the unit commander or first sergeant.
 - 5.2.1.3. Contact the Wing Lodging Representative.
 - 5.2.1.4. Contact the 512 MSG Commander.
 - 5.2.2. When problems occur that pertain to situations while in a duty status the members should attempt to resolve them at the lowest level.
 - 5.2.3. All complaints which require further consideration and/or follow-up must be in writing. Complaint forms and a drop-box are located in the Lodging Office lobby. The Office of Primary Responsibility (OPR) for the complaint will brief the unit commander or first sergeant of the person who filed the complaint on its disposition. The 512 MSG Commander will see that complaints are followed up and answered promptly.

5.2.4. Health and Safety Conditions in Contract Quarters: Complaints regarding health and/or safety involving off-base contract quarters should be reported to the 436th Service Squadron, Attention, Lodging Office Manager, Dover AFB, DE 19902.

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